

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 972  
TO BE ANSWERED ON 08.02.2023**

**POOR QUALITY FOOD IN TRAINS**

**972. SHRIMATI SUMALATHA AMBAREESH:  
SHRI D.K. SURESH:**

**Will the Minister of RAILWAYS be pleased to state:**

**(a) whether the Government has taken any note of the poor quality and quantity of meal as well as food materials served in Rajdhani and other express trains;**

**(b) if so, whether the Government has received any complaints from the passengers in this regard, if so, the details thereof;**

**(c) whether the Government has carried out any food sample test on trains, if so, the details along with the monitoring and complaints redressal on passenger amenities; and**

**(d) whether the Government has taken any stringent action against the persons/agency who are responsible for serving the poor quality food, if so, the details thereof?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY**

**(SHRI ASHWINI VAISHNAW)**

**(a): It is a continuous endeavour of Indian Railways (IR) to provide good quality and hygienic food to passengers as per the prescribed norms and standards by Food Safety and Standards Authority of India (FSSAI) and the notified quantity.**

**(b): Whenever any instance of poor quality of food being served in trains is noticed or reported, suitable action including imposition of fines, Discipline and Appeal Rules (D&AR) action etc. is taken in each and every case.**

**Details of complaints received during 2022-23 (up to 31.12.2022) along with actions taken are appended.**

**(c): Food samples are being collected regularly as a part of inspection and monitoring mechanism to ensure that quality of meals being supplied on trains is up to the mark. During 2022-23 (up to 31.01.2023), 2790 samples were collected by Railways/Indian Railway Catering and Tourism Corporation Ltd. (IRCTC). In addition, following steps have been taken to monitor the quality of food to passengers and complaint redressal:**

- **IRCTC supervisors have been deployed onboard on end to end basis in Rajdhani trains.**
- **Food Safety Supervisor/IRCTC officials have been deployed at Kitchen Units from where meals are supplied in trains.**
- **Monitoring of food preparation on a real time basis through CCTV Cameras installed in Base Kitchens /Kitchen Units .**
- **Third Party Audit is done to examine hygiene and cleanliness in Pantry Cars and Kitchen Units. Customer satisfaction survey is also conducted.**
- **Regular and surprise inspections are conducted by Railway/ IRCTC officials including Food Safety Officers.**
- **A robust system has been put in place for passenger feedback and complaints redressal through Rail Madad, Twitter handle @ IR CATERING, CPGRAMS, E-Mail and SMS.**

**(d): Details of complaints received during 2022-23 (up to 31.12.2022) along with actions taken are appended.**

**APPENDIX REFERRED TO IN REPLY TO PART (b) AND (d) OF UNSTARRED QUESTION NO. 972 BY SHRIMATI SUMALATHA AMBAREESH AND SHRI D.K. SURESH TO BE ANSWERED IN LOK SABHA ON 08.02.2023 REGARDING POOR QUALITY FOOD IN TRAINS**

**(b) and (d): The details of complaints received during 2022-23 (up to 31.12.2022) along with actions taken against them are as under:**

<b>Head</b>	<b>Total Complaints</b>	<b>Fined</b>	<b>Warned</b>	<b>Suitably Advised</b>	<b>Not Substantiated</b>	<b>Resolved</b>	<b>Non actionable others</b>	<b>Total</b>
<b>Quality/ Raw Material</b>	<b>7544</b>	<b>39</b>	<b>969</b>	<b>1793</b>	<b>206</b>	<b>1588</b>	<b>2949</b>	<b>7544</b>
<b>Quantity</b>	<b>707</b>	<b>2</b>	<b>52</b>	<b>153</b>	<b>92</b>	<b>181</b>	<b>227</b>	<b>707</b>
<b>Total</b>	<b>8251</b>	<b>41</b>	<b>1021</b>	<b>1946</b>	<b>298</b>	<b>1769</b>	<b>3176</b>	<b>8251</b>

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